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9754 W. Big Springs Blvd.
Boise, ID 83714
August 31, 2005

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IDAHO PUBLIC
UTILITIES COMMISSION

Idaho Public Utilities Commission
P.O. Box 83720,
Boise, ID 83720-0074

I have been a resident of the Eagle Springs Subdivision, which is located east of Horseshoe Bend Road, between Hill Road and Floating Feather, for nearly two years. I am a customer of Eagle Water Co. The service our subdivision receives from Eagle Water has been inadequate since its development, but is continually worsening. There are many times each day that we do not have adequate water pressure to take a shower. It is very common for the water pressure to be so low that lawn sprinklers will not operate at all. They rarely function normally. Some of our residents regularly experience total loss of water pressure to the extent that only air comes out of water taps.

In addition to the deficiency in our household water supply, we are very concerned about fire safety. On July 4, 2005, there was a grass fire in the BLM land that borders the back and side of our development. Homeowners whose homes back up to the burned area attempted to wet down their property while waiting for the Fire Department to arrive. There were three homeowners who turned on their hoses, only to find their water pressure was inadequate to allow them to use the hoses. We can only assume that the Fire Department would also find inadequate pressure in our hydrants to fight a fire.

I understand the Shadow Ridge development now under construction in Eagle will use the same water lines that are now inadequate to serve existing customers. Since Eagle Springs is at a slightly higher elevation than Shadow Ridge, we can only assume that our water pressure will diminish even further—or disappear entirely—when the new homes start using water.

It is irresponsible to continue to authorize new construction when Eagle Water is unable to provide adequate service to current customers. Therefore, I am requesting that you require Eagle Water to make all repairs and improvements necessary to provide adequate water volume and pressure to all current Eagle Water customers in the areas of Eagle Springs and Bonita Hills subdivisions. To ensure this action, the PUC should put a moratorium on all new connections to Eagle Water (even those previously approved for new construction in Shadow Ridge) until such time as Eagle Water can prove that it has developed the resources to adequately supply both current customers and the future customers in Shadow Ridge.

Thank you for your attention.

Sincerely,



Susan Menhorn

Copy to: Eagle Water Co.